

MiScorecard Performance Summary

Agency: Unemployment Insurance Agency

Director Steve Arwood

Period: May 2012

SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Unemployment Insurance Agency							
New Claims--All Programs		↓	N/A	55,821	56,797	Monthly	Total new claims filed--Reg UI, ECU and EB
New Claims--Regular		↓	N/A	45,702	46,488	Monthly	Total new claims for regular UI
Total Claimants		↓	N/A	202,439	232,522	Monthly	Total number of people receiving benefits--Reg UI, EUC and EB
Benefits (Paid Amount)		↑	N/A	240,061,028	223,105,273	Monthly	Total amount of monthly benefits paid--Reg UI, EUC and EB
Fiscal Integrity		→	5%	8.5%	8.5%	Quarterly	USDOL estimated benefit overpayments as a percentage of total benefits
Fraud		↑	N/A	4,328,890	1,979,216	Monthly	\$ Value of new fraud cases written
First Payment Timeliness		↓	87%	82.1%	85.4%	Monthly	Percentage adherence to 14/21 day standard
Non-Monetary Determination Timeliness		→	80%	48.6%	48.6%	Monthly	Percentage adherence to 21 day standard of combined separation and non-separation issues
Non-Monetary Determination Quality		→	75%	88.2%	88.2%	Monthly	Percentage of determinations that meet the quality standard set by the USDOL for combined separation and non-separation issues
New UIA Employer Accounts		↑	1,850	2,232	1,791	Monthly	Number of new accounts opened